

## SC DMH Client Advocacy Report November 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>8</b>	<b>117</b>
<b>Harris</b>	<b>8</b>	<b>94</b>
<b>Morris Village</b>	<b>4</b>	<b>38</b>
<b>Hall</b>	<b>2</b>	<b>59</b>
<b>Tucker</b>	<b>3</b>	<b>9</b>
<b>BPH-Forensics</b>	<b>25</b>	<b>260</b>
<b>Mental Health Centers</b>	<b>38</b>	<b>404</b>
<b>Total</b>	<b>88</b>	<b>981</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy</b>	<b>46</b>	<b>1269</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>8</b>	<b>172</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>80</b>	<b>14</b>	<b>47</b>	<b>13</b>	<b>141</b>
2) Admission & Discharge	<b>84</b>	<b>76</b>	<b>32</b>	<b>18</b>	<b>192</b>
3) Information & Advocacy	<b>17</b>	<b>32</b>	<b>2</b>	<b>4</b>	<b>51</b>
4) Physical Environment	<b>16</b>	<b>29</b>	<b>1</b>	<b>2</b>	<b>46</b>
5) Inpatient Rights	<b>114</b>	<b>126</b>	<b>2</b>	<b>20</b>	<b>242</b>
6) Personal Property & Money	<b>38</b>	<b>46</b>	<b>35</b>	<b>13</b>	<b>119</b>
7) Confidentiality & Consent	<b>12</b>	<b>7</b>	<b>35</b>	<b>2</b>	<b>54</b>
8) Treatment	<b>57</b>	<b>23</b>	<b>309</b>	<b>41</b>	<b>389</b>
9) Other Rights Issues	<b>12</b>	<b>15</b>	<b>51</b>	<b>5</b>	<b>78</b>
<b>Total<sup>5</sup></b>	<b>430</b>	<b>368</b>	<b>514</b>	<b>118</b>	<b>1312</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	8	6	1	2	15
b. Excessive Restraint, Seclusion & PRNs	7	1		1	8
c. Sexual Abuse	3	1	1		5
d. Verbal Abuse or Violations of Dignity	52	6	45	9	103
e. Neglect	8			1	8
f. Financial Exploitation	2				2
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	32	28	1	4	61
b. Community Placement (where)	42	14	5	6	61
c. Periodic Court Review		8			8
d. Questions, Education & Other	10	26	26	8	62
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	14		1	18
b. Access to Legal Resources	7	16	2	2	25
c. Questions, Education & Other	6	2		1	8
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	7	16	1		24
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	4	3		1	7
d. Cleanliness of Facilities	3	4		1	7
<b>5) Inpatient Rights</b>					
a. Privacy	8	5			13
b. Safety	7	17		2	24
c. Freedom, Privileges & Fairness	54	45	1	9	100
d. Communication	22	35		4	57
e. Health Care	23	24	1	5	48
<b>6) Personal Property &amp; Money</b>					
a. Property	19	23	1	5	43
b. Money, Entitlements, Rep. Payee	16	17	10	6	43
c. Billing Issues	1	1	22	2	24
d. Other Non-DMH Issues	2	5	2		9
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	5	6	27	1	38
b. Breach of Confidentiality	4	1	6	1	11
c. Issues of Consent, Confidentiality, etc.	3		2		5
<b>8) Treatment</b>					
a. Eligibility for Services	11	2	52	5	65
b. Accessibility to Staff & Treatment	8	3	101	13	112
c. Individualized, Client-Driven	33	13	155	22	201
d. Right to Refuse Treatment	5	5	1	1	11
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	3	2			5
b. Religion	1	5		1	6
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting		1			1
e. Housing	4	7	25	4	29
f. Legal assistance for Non-DMH issues	4		25		36

